

YOUNGER STUDENTS & HOMESTAY POLICY AND PROCEDURE

Approving authority	Executive Management Team
Purpose	This policy has been developed to meet the requirements of: <ul style="list-style-type: none"> - ESOS National Code 2018 Standards 5 and 6 - VRQA's Guidelines for the Enrolment of Overseas Students Aged Under 18 - Ministerial Order No. 870 Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises - Ministerial Order No. 1359 Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises
Responsible Officer	International Student Coordinator
Associated documents	Child Safety Policy and Procedures Child Safe Risk Management Policy and Procedures Younger Students Policy and Procedures Mandatory Reporting Policy Responding to and reporting allegations of suspected child abuse policy and procedures Student Support & Services Policy & Procedures Student behaviour management policy and procedures Human Resources Policy Critical Incident Policy and Procedures Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedures Student Complaints and Appeals policy and procedures Record Management Policy Student Behaviour management policy and procedures

1. Rationale

Oxford College (the College) takes its duty of care responsibilities very seriously and therefore needs to ensure that the proposed arrangements for the accommodation, support and welfare of those students under 18 years of age are safe and suitable. All CAAW arrangements for students must meet the Victorian Child Safe Standards and relevant persons must hold valid Working With Children clearances.

This policy has been developed to meet the requirements of the National Code 2018 Standard 5, where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative; the College must ensure the arrangement made to protect the personal safety and social well-being of those students are appropriate. This policy also addresses the Victorian Child Safe Standards and Ministerial Orders 870 and 1359.

2. Scope

This policy applies to:

- All staff, contractors, carers and other persons involved in the provision of accommodation and support services to international students.
- Oxford international students who are aged under 18 years where the College has taken on the responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements.
- Oxford students that are living in a homestay arrangement and are over the age of 18 years.

3. Policy

- 3.1 The International Student Coordinator has responsibility for deciding whether or not the College will take CAAW responsibility for the student. The International Student Coordinator has been delegated this role by the PEO and the Executive Management team (EMT).
- 3.2 By default, the nominated date for which the College accepts responsibility for approving the student's accommodation, support and general welfare arrangements is for the period of the Confirmation of Enrolment (CoE) plus 7 days before and after the CoE date.
- 3.3 The College is committed to providing appropriate accommodation support services to students to enable and provide them with every opportunity to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.
- 3.4 Where the College has issued a CAAW letter accepting the responsibility for approving the accommodation, support and general welfare arrangements for a student who is under the age of 18, **Oxford College will not delegate, outsource or contract out that responsibility.**
- 3.5 To ensure quality of support and child safety, all College staff involved in supporting students receive appropriate training as set out in the Child safety Policy and Procedures and the Student Support and Services Policy and Procedures.
- 3.6 When Oxford issues a CAAW letter to enable student enrolment, the College ensures that the Homestay hosts are child safe screened and meet the homestay selection suitability check requirements that include:
- All persons over the age of 18 living in the homestay are verified as holding Working with children clearance.
 - The identity of each adult is verified using photo identification (eg drivers license, passport).
 - Reference checks of at least 2 referee's are obtained for the homestay hosts to check for suitability for child connected work
 - A Site visit is conducted to:
 - Interview the homestay hosts for suitability of provision of homestay services and suitability for child connected work.
 - Check the homestay has suitable facilities and the student will be provided with his/her own bedroom that is appropriate to the age and needs of the student.
 - Provide the homestay host with appropriate information regarding their responsibilities including child safe obligations
 - Supply with the Oxford emergency contact details; and
 - Supply the student's parents contact details (if not already held).
- 3.7 All Students under the age of 18 years (whether or not living in a homestay) are provided with a Student Safety Card as part of the orientation process. The Student Safety card which will include
- the homestay host's address, home telephone number and mobile numbers
 - emergency contact details, including 24/7 contact details for Oxford College international student coordinator and
 - general emergency contact information, ie. 000; and

- a statement that “Oxford College is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact VRQA at www.vrqa.vic.gov.au”
- 3.8 Students who are under 18 years of age are not allowed to move out of a homestay arrangement without consent from the College. The College will update PRISMS if students move out without consent.
- 3.9 The College will take all practical steps to ensure welfare is maintained at all times, regardless of the overseas student’s study circumstances.
- 3.10 The College will ensure that overseas student accommodation or welfare arrangements are suitable for child connected work by:
- Confirming all persons over the age of 18 residing at the homestay have a verified Working with Children Clearance (WWCC).
 - Checking the suitability of homestay arrangement by site visit at least every six months that the overseas student accommodation is appropriate to the student’s age and physical needs.
 - Providing the homestay host with appropriate information regarding their responsibilities including child safe obligations at least annually.
- 3.11 The College will provide younger overseas students age and culturally appropriate safety information, including what to do and who to contact in an emergency, and how to report any incident or allegation of sexual, physical or other abuse.
- 3.12 The College will provide each student with a Student Safety card which will include the homestay accommodation provider’s address, home telephone number and mobile numbers and emergency contact details, including 24/7 contact details for Oxford College international student coordinator and general emergency contact information, and a statement that “*Oxford College is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact VRQA at www.vrqa.vic.gov.au*”.
- 3.13 Students who are under 18 years of age will be informed that are not allowed to move out of a homestay arrangement without consent from the College.

4. Procedures

Sourcing, Checking and Verifying Suitability of Homestay Accommodation suppliers

- 4.1 The College will source suitable outsourced homestay accommodation suppliers to provide access to, and assist College staff to monitor the suitability of Homestay hosts for Oxford College’s international students that satisfy the following criteria:
- The organisation will have appropriate experience and knowledge of the accommodation needs of international students and the requirements of the ESOS Act, National Code of Practice 2018, the Victorian Child Safe Standards including MO 870 and MO 1359 and the Victorian Registration and Qualifications Authority Guidelines.
 - The organisation will have capacity to source suitable homestay accommodation for College’s international students as and when required.
 - The organisation will have available suitable homestay arrangements that may be used as emergency accommodation if an international student needs to be moved at short notice.

- The organisation will have capacity to respond quickly to a critical incident including an appropriate critical incident policy and procedures including immediate notification to Ozford of the incident.
- The organisation will be child safe screened including that all staff that may potentially interact with international students will be subject to the following:
 - working with Children Check status, or similar check;
 - proof of personal identity and any professional or other qualifications;
 - the person's history of work involving children; and
 - references that address the person's suitability for the job and working with children
- All staff will receive training in Ozford's child safe practices and in their reporting obligations.

4.2 In sourcing homestay hosts, the homestay accommodation supplier must:

- Check location of host (needs to be close to public transport)
- Conduct an interview to ascertain if likely to be suitable host and satisfy child safety requirements. This includes the ability to adequately respond to examples of situations that can arise whilst caring for a student
- Visit host families to inspect the premises to confirm suitability as part of the initial selection process.
- Screen the homestay host family for suitability for child connected work including obtain and verify a current Working with Children Check clearance (WWCC) for all persons over 18 years of age.
- Carefully evaluate responses and look for qualities that make good Homestay hosts: understanding, kindness, flexibility and generosity.
- Provide Ozford College with a Homestay profile of the family, including evidence of screening,
- Provide an induction into the Ozford College child safe policies and procedures governing child safety and child-connected work.
- Have evidence that at least annually, the supplier provides appropriate guidance and training to the Homestay about:
 - Obligations and responsibilities for managing the risk of child abuse;
 - Child abuse risks in the homestay environment; and
 - Ozford College's current child safety policies and procedures.

4.3 The Homestay accommodation supplier must ensure and provide evidence to Ozford College that the host family understands that they must provide the following:

- A welcoming household and safe environment – it is expected that the Homestay host will be welcoming and supportive of the visiting student
- Two meals per day, including a prepared dinner each night (it is expected that meals are taken with the student as a family unit) and access to fresh and adequate food for the student to independently make breakfast and lunch
- Utilities: the provision of all utilities including gas, electricity, and water, excepting outgoing phone calls
- The use of laundry facilities – washing machine, laundry detergent, iron and space for students to dry their clothes
- Their own room furnished with bed, desk, chair, lamp and wardrobe
- Adequate heating/cooling
- A key to the host's premises
- Set up and settle assistance including accompanying the student to their place of study and travelling with them by public transport at least once, assist them in buying MYKI tickets and opening bank accounts.

4.4 Details to be provided to the College for each homestay host include:

- Information about the homestay:
 - Name, date of birth, all contact numbers and occupation for all members of the household
 - No Smoking policy
 - Number of rooms, details of each: bathroom (private/shared), laundry facilities, phone, internet, cable TV, pool, piano, pets (are they allowed inside)
 - Students that the host may be currently hosting details – Nationality, age, gender and College they are attending.
 - Location – Map reference, Met zone, travel time to school. Distance to train, tram and bus.
 - Student preferences – male/female, over 18 only?
 - Host interests/activities/history/holidays/past experiences/clubs/churches etc.
 - Suitability for child connected work records including:
 - A current WWCC for every adult residing or frequently visiting the premises which has been verified using the WWC Victoria status website (<https://online.justice.vic.gov.au/wwccu/checkstatus.doj>).
 - A current Victorian Police Report
 - Proof of identity for every adult residing or frequently visiting the premises
 - The homestay provider's history of work involving children; and
 - References that address the person's suitability for the job and suitability working with children.
- 4.5 While the College expects the Homestay accommodation supplier to supply verified homestay hosts. The College **does not delegate** its responsibility to screen and monitor homestay hosts. The College will conduct its own screening and assessment of homestay hosts on appointment and as part of six-monthly site visits.
- 4.6 The College will monitor the Homestay accommodation supplier to confirm the ongoing suitability of homestay accommodation and to ensure its staff and all homestay providers are suitable for child connected work. The Agreement will be reviewed annually at the end of each calendar year. The quality of the service will be measured on:
- The number of Homestay hosts rejected by Oxford College prior to acceptance
 - The retention of students in their homestay
 - Feedback from the students and their parents
 - Any critical issues that arise in respect to the homestay arrangements and the suitability of the supplier's response to these issues.
 - Outcomes from homestay provider inspections carried out for each Homestay provider
- 4.7 Either party may terminate this agreement at any time by giving 30 days' written notice to the other party.
- 4.8 If the agreement is terminated by either party, existing Homestay arrangements will remain in place for the planned duration providing the Homestay host continues to meet their commitments and the student is satisfied with the arrangement.

Placing Students in Homestay Accommodation

- 4.9 Under 18 students who require Homestay are required to complete a Homestay application form to specify their needs and preferences. Any special needs and preferences are to be recorded on the form.
- 4.10 Before placing an under 18 students in homestay, Ozford will review the homestay application form and liaise with the homestay accommodation supplier to organise a homestay family that is deemed suitable for the age and needs of the student. Upon request, the homestay host profile may be reviewed by the student and family.
- 4.11 Alternatively, the family of the student may prefer to use a family friend or relative to act as the homestay host. Where Ozford has CAAW responsibility for a student, Ozford must approve the arrangement including in the case of these arrangements. The process for screening and monitoring the homestay is the same as for an outsourced arrangement.
- 4.12 Ozford will conduct screening and monitoring through independent checks prior to placement to verify the suitability of the homestay. Homestay hosts must meet the conditions below:
- Supply individual rooms with bed, bedding, wardrobe, desk, desk lamp, and a place for books
 - Supply two meals per day including a prepared dinner each night. It is expected that meals are taken with the student as a family unit) and access to fresh and adequate food for the student to independently make breakfast
 - Provide electricity, gas and water except internet and phone calls (which may be supplied by arrangement)
 - Provide effective heating and cooling in the room
 - Supply access to laundry facilities for students to do their washing and ironing
 - Provide a smoke free environment
 - Provide a safe environment
 - Provide support to make sure the student is confident using public transport so that they can easily get to and from school
 - Respect the privacy of the student
 - Provide care and support in the event of illness.
 - Ensure all household members over the age of 18 have a current Working with Children Check clearance (WWCC)
 - Interview the homestay host to confirm suitability for child connected work and review the references and the personal identification. This requirement is also required for family referred arrangements.
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- 4.13 As part of the site visit, the College staff will provide child safety and homestay training. The homestay host will be required to comply with the College child safety and homestay policies and procedures.
- 4.14 If the homestay is found unsuitable, the homestay accommodation supplier will be asked to provide another homestay host.

Student Induction and Safety Information

- 4.15 All students attend an orientation on commencement of their studies as set out in the Student Support & Services Policy & Procedures. The process includes provision of a student safety card.

Monitoring Accommodation and Care Arrangements

- 4.16 The Student will be informed as part of Orientation that they can approach the Student Support staff at any time if they encounter any issue with the homestay. This is to ensure that the student has settled and there are no issues for both the student and the accommodation arrangement.
- 4.17 Once a student has moved into a homestay (usually in the first 4 weeks), Ozford will conduct an interview with the student to obtain feedback of the homestay family.
- 4.18 Any issues arising with the homestay arrangement will be dealt with promptly to reduce distress or discomfort to all parties.
- 4.19 The International Student Coordinator will use the feedback from students, parents, and any other staff (if required) to ascertain if the homestay is a suitable and appropriate option for student. As part of this, the College staff will conduct a site visit to the homestay every six months after placement to verify that the accommodation is appropriate to the student's age and needs (unless the particular homestay has been verified by a site visit by Ozford in relation to another student in the previous three months). Homestay hosts must meet the conditions below:
- Supply individual rooms with bed, bedding, wardrobe, desk, desk lamp, and a place for books
 - Supply two meals per day including a prepared dinner each night. It is expected that meals are taken with the student as a family unit) and access to fresh and adequate food for the student to independently make breakfast
 - Provide electricity, gas and water except internet and phone calls (which may be supplied by arrangement)
 - Provide effective heating and cooling in the room
 - Supply access to laundry facilities for students to do their washing and ironing
 - Provide a smoke free environment
 - Provide a safe environment
 - Provide support to make sure the student is confident using public transport so that they can easily get to and from school
 - Respect the privacy of the student
 - Provide care and support in the event of illness.
 - Ensure all household members over the age of 18 have a current Working with Children Check clearance (WWCC)
 - Interview the homestay host to confirm suitability for child connected work.
- 4.20 As part of the site visits, Ozford staff will provide child safety training as require by the Child safety policy and procedures.
- 4.21 If the homestay is found unsuitable for the student, the homestay accommodation supplier will be asked to provide another homestay host.
- 4.22 The College will monitor the suitability of the homestay accommodation until the student turns 18 years or age or when the CAAW period ceases using the "Younger Student Welfare Checklist".
- 4.23 The Student Welfare Officer will meet with the students regularly (at least 2-3 per term) to assess the student's welfare. As part of the discussion, students will be reminded of their visa obligations.

- 4.24 Students will be encouraged to see the Student Welfare Officer if they have any concern or issues with the arrangement. Follow up meetings and interviews will be organized by the Student Welfare Officer and documented using the “Younger Student Welfare Checklist”.
- 4.25 Students are required to notify Ozford within 7 days if there are any changes to:
- The students current address, mobile number or email address
 - Emergency contact details
 - Parent/legal guardian (or any adult responsible for the student’s welfare) contact details

Missing student

- 4.26 Where a student is missing from their accommodation and cannot be contacted, the International Student Coordinator will enact the Critical incident policy and procedures.

Unsuitable homestay arrangements

- 4.27 Where the College finds a homestay arrangement that is not suitable, an alternative arrangement will be immediately made that is safe and appropriate for the student.
- 4.28 If an under 18-year-old student is found to be not living in approved homestay accommodation, the Student Behaviour management policy and procedures will be followed. The following actions may be taken:
- the student will be asked to immediately move into a homestay arrangement approved by the College. If this involves a move from a parent arranged to a College arranged homestay, the homestay placement fees will apply.
 - if the student refuses to move to the approved homestay arrangement, a letter of intention to report for non-approval of welfare and living arrangement (see below) will be sent to the student and the parents will be informed. The student will be requested to meet with the Student Welfare Officer.
 - In the meeting, the student will be reminded of their visa obligations and the student will be requested to make a payment of the homestay placement fee to enable the College to organise a homestay for the student.
 - if the student still refuses to live in suitable accommodation and/or payment is not received within 1 week, Ozford will commence the cancellation process as set out in the Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedures.

Cancelling/Ending Welfare Arrangement

- 4.29 The Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedures set out the College cancellation processes.

5. FEEDBACK

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.

Oxford Homestay Assessment Checklist

This form is to be completed when **Oxford staff conduct independent inspection** of Homestays.

Date: _____ Staff Member: _____

Host Name:		Ph. No:	
Address:			
Occupation:		Days and Hours of Work	
Adult residing #1	WWCC number -		Verified as current? Y/N
Adult residing #2	WWCC number -		Verified as current? Y/N
Adult residing #3	WWCC number -		Verified as current? Y/N
Adult residing #4	WWCC number -		Verified as current? Y/N

Individual Room	Y/N	Comment on House Condition and Living Arrangement Cleanliness, facilities, food provision, meal areas, safety Child abuse risk/concern: If yes, arrange for them to apply for a WWCC and verify that it has been done.
Bed & bedding	Y/N	
Wardrobe	Y/N	
Desk	Y/N	
Laundry facility	Y/N	
Smoke free	Y/N	
Child safe environment (child abuse risk?)	Y/N	
Any children residing here that will turn 18 years of age during next 6 months?	Y/N	

Host Interview/Training:

1. Student arrival and transition support
2. Host responsibilities in student care and addressing student special needs (if any)
3. Provide and explain Child Safe related policy and procedures (Child Safe Risk management, Responding and Responding to allegations of suspected Child Abuse)
4. Obligations and responsibilities for managing the risk of child abuse

Comments from Interview/Training:

Decision Record:

Homestay arrangement appropriate for student age and needs	Yes/No Comment:
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Homestay suitable for Child connected Work	Yes/No Comment:
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Sample letter of intention to report for non-approval of welfare and living arrangement

Date:

Dear _____,

Intention to Report for Non-Approval of Welfare and Accommodation Arrangement

During a meeting with you on _____ with the Student Welfare Officer, you were informed that your living arrangement is not approved by Ozford.

OR

As you have not provided Ozford with any details about your current accommodation arrangement, we cannot approve of this arrangement and are required to move you into approved living arrangement within the next 5 working days.

A phone call was also made to your parents on _____. They have been informed that Ozford requires you to be moved into accommodation approved by Ozford within 5 working days.

According to your student visa condition, you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia. The visa holder cannot change those arrangements without the written approval of their education provider. Please refer to the relevant website for more details:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

It is our intention to report you to the Department of Education and Training for non-approval of welfare arrangement if you do not come to see me or the Student Welfare Officer in the next 5 working days to organise a time to move to approved accommodation.

You are encouraged to consult the relevant policies pertaining to this process, all of which are can be easily accessed through the Ozford website. They are listed below:

- Homestay Policy and procedures
- Student Complaints & Appeals Policy and procedures

If you have any questions about this process including the assistance available to you, please do not hesitate to contact me.

Yours sincerely,
 International Student Coordinator